

Mail your complaint to:  
Nevada State board of Dental Examiners  
6010 S. Rainbow Blvd., Suite A-1  
Las Vegas, NV 89118

Or fax your complaint to: (702) 486-7046

To discuss your complaint call  
(800) DDS-Exam (toll free)  
or (702) 486-7044

To check the license or record of a specific dentist visit our Website : [www.nvdentalboard.nv.gov](http://www.nvdentalboard.nv.gov)  
or call the Nevada State Board of Dental Examiners (702) 486-7044.

Remember, the Dental Board has no authority to order a dentist to provide re-treatment or to refund all money paid.

Complaints about dental insurance should be directed to your insurance carrier.



## MISSION

The Mission of the Nevada State Board of Dental Examiners is to protect the dental health interests of Nevadans by developing and maintaining programs to:

- Ensure that only qualified professionals are licensed to practice dentistry and dental hygiene.
- Ensure that violators of the laws regulating the dental and dental hygiene professions are sanctioned as appropriate.

### NEVADA STATE BOARD OF DENTAL EXAMINERS

6010 S Rainbow Boulevard  
Suite A-1  
Las Vegas, NV 89118

Phone: 702-486-7044  
Fax: 702-486-7046  
E-mail: [nsbde@nsbde.nv.gov](mailto:nsbde@nsbde.nv.gov)

Problem with your dentist  
or hygienist?



### NEVADA STATE BOARD OF DENTAL EXAMINERS



# How to File a Complaint

The Nevada State Board of Dental Examiners license dentists and dental hygienists. In addition, the Board is empowered to take disciplinary action against licensees for infractions of the Nevada Dental Practice Act. (NRS 631 and NAC 631)

## We **can** help you with:

- Billing Fraud
- Standard of care issues
- Gross negligence or incompetence
- Unsafe or unsanitary condition
- Unlicensed practice of dentistry or dental hygiene
- Drug or alcohol abuse or impairment
- Abuse of prescription drug practices

## We **can't** help you with:

- Fees or financial disputes
- Dental insurance or Medicaid Benefits
- Rude behavior from office staff, dentist or dental hygienist
- Appointment or scheduling complaints

## How to File the Complaint

All complaints must be in writing and include the following information:

- Full name of the dentist or dental hygienist who rendered treatment to you.
- Detailed summary of the issues to include dates of service and date of filing.
- Any supplemental information that supports your allegation.

- The name and documents from any subsequent treating dentist or documents that substantiate your claim.
- Your contact information to include but not limited to name, address and phone number.

Please remember complaints must include your signature.

Anonymous complaints are reviewed.

## A Typical Case

The most common complaint involves quality of dental care and treatment. We'll begin the review process as soon as we receive your complaint.

Complaints received at the Board office are reviewed for possible violations of the statutes and regulations governing the practice of dentistry or dental hygiene in the State of Nevada. When a complaint is going to be investigated the complainant is required to complete two forms. These forms are known as a Verification of Complaint form and a Release of Records form. Upon receipt of these forms the complaint is noticed to the licensee for written response. All licensees have fifteen (15) days from receiving the complaint to file a written answer and submit copies of the patient records.

When the Board receives the written answer, the matter is assigned to a Disciplinary Screening Officer (DSO) or Hearing Officer (a Nevada licensed dentist or dental hygienist appointed by the Board to investigate complaints). The DSO will review the complaint, response, dental records and any other supporting documents. The DSO may contact a complainant to

discuss or obtain additional information which may include an oral evaluation. There are no fees charged to the complainant for the investigation or evaluation.

When the DSO concludes a limited investigation and no substantial evidence is found to support violation, no further action will be taken but the complaint will remain on file with the Board. However, if the DSO finds substantial evidence that a violation(s) has occurred he will present his findings and make recommendations to the Board Legal Counsel regarding further action. This may result in discipline being imposed by the Board through a stipulation agreement, or a full Board Hearing. The Board's disciplinary powers are set forth in NRS 631.350

Pursuant to NRS 631.368 complaints that do not result in disciplinary action being imposed by the Board are considered confidential and are not disclosed to the public. If the Board has imposed discipline against a dentist or dental hygienist that information is a public record and may be obtained directly by contacting the Board or by visiting [www.leg.state.nv.us](http://www.leg.state.nv.us). Occupational Boards are required to report disciplinary action to the Legislative Counsel Bureau quarterly.

